

# Public Service Commission

## Agency Performance Dashboard

Q3 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Economic Development

Financial viability of Wisconsin's public water utilities

### Metric Definition

The percentage of utilities taking action to improve their financial viability within one year of being contacted by the commission.

Goal Met	Current	Previous	Target	Trend
✓	100% (2017)	85% (2016)	80%	↑

**Reporting Cycle:** Annual (calendar year)

**Additional Details:** The Commission evaluates utilities' annual reports and notifies those that may be having or are likely to have financial issues in the near future. In order to help utilities avert these issues, Commission staff conducts a financial assessment that addresses a number of factors, including income versus operating expenses and days cash on hand. This outreach activity is important, because having sufficient financial capacity is key to a public water utility's ability to provide safe, reliable service to the state's citizens and businesses. The current percentage is for utilities taking action in calendar year 2016.

## Efficient and Effective Services

Reduce the length of unresolved consumer complaint cases

### Metric Definition

Resolve consumer complaints within 25 days of origination.

Goal Met	Current	Previous	Target	Trend
✓	80.3%	70%	80%	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** When a complaint is received by commission staff, it is forwarded to the utility for a response to the customer's concerns. The Wis. Admin. Code allows utilities 10 days to provide a written response. Commission staff then reviews the utility response and, if necessary, requests additional information to resolve the complaint. After receiving complete information from the utility, commission staff reviews the applicable laws and makes an informal determination regarding the disposition of the complaint. Prior to closing the complaint, commission staff must communicate the determination of the complaint to the utility and customer. There are situations in which this goal is difficult to meet due to extenuating or unusual circumstances, such as: Additional information required from the customer, wait for another billing period to elapse to review customer's usage, complex billing matters that require extensive analysis and review to ensure its accuracy, consultation among commission staff with technical or legal expertise regarding issues raised in the complaint.

#### Recognition of new consumer complaints

##### Metric Definition

Acknowledge inquiries and complaints in the Consumer Affairs Division by notifying the complainant that PSC received their inquiry on the day the inquiry was received.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	90%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

#### Water utility construction authorization processing time

##### Metric Definition

Review (and either approve or deny) all water utility construction projects, that do not require a hearing, within 90 days from the issuance of a Notice of Investigation.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Water utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. The law requires that, if no hearing is required, an order either approving or denying the application be issued no later than 90 days from the date a Notice of Investigation is issued.

#### Electric and natural gas utility construction authorization processing time

#### Metric Definition

Consistently review and either approve or deny electric or natural gas construction projects within project application's corresponding statutory timeline.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Electric and natural gas utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. Depending on the size of the project, a utility must request a Certificate of Public Convenience and Necessity or a Certificate of Authority to proceed with construction projects. Generally, depending on the certificate sought, the PSC has either 90, 180, or 360 days following the Notice of Investigation or Proceeding to either approve or deny an application.

## Customer/Taxpayer Satisfaction

Enhance utility compliance efforts and reduce consumer complaints

#### Metric Definition

Enhance the commission's efforts to assist utilities in the creation of customer policies and educating them on compliance, thus reducing the number of consumer complaints.

Goal Met	Current	Previous	Target	Trend
✗	8.2% increase	3.5% reduction	5% reduction	↓

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** The target represents a 5 percent reduction from the same quarter one year prior. There are factors that are out of commission staff control that can affect the number of complaints received, the primary factor being weather-related events. If there is severe weather—either cold, storms, heat, etc.—this can increase utility bills significantly which generates questions, or may cause pipes to freeze or other issues affecting the safe operation of utilities and use by their customers.

## Open and Transparent Government

Total number of public records requests received

#### Metric Definition

Total number of public records requests received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
16	11	↑

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

#### Total number of public records requests completed

##### Metric Definition

Total number of public records requests completed within the reporting period.

Current	Previous	Trend
13 (3 pending)	11	↑

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

#### Average time taken to fulfill public records requests

##### Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✓	4.2 days	3.2 days	10 days	↓

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

### Percentage of public records requests acknowledged within one business day

#### Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

### Percentage of current employees completing public records training

#### Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Annual (March 1, 2016 - February 28, 2017)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

### Percentage of new employees completing public records training

#### Metric Definition

Percentage of new employees that completed public records training with 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

**Metric Definition**

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:**Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.